

Manchester Metropolitan University: Ensuring that you are set up to participate in webinars delivered by Adobe Connect

Please find below recommendations for equipment and instructions for two tasks that you should complete as soon as possible to check the set-up of your computer and internet connection.

Equipment Requirements/Recommendations

- A broadband internet connection
- Relative up to date PC, Laptop (Windows 7 or more recent recommended) or Mac Book. iPads are generally OK to use as a participant but lack some functionality and are probably best only used if other options are not available. Note you will need to install the Adobe Connect App onto your iPad first.
- Webcam (built-in or external devices are fine) – please not a webcam is optional for most participants.
- Headset (combined headphones and microphone). It is strongly recommended that you use a headset (similar to those in the picture below) as this results in the best audio experience and also prevents the production of echo and feedback that can be produced when using built in speakers and microphones found in modern laptops/tablets.

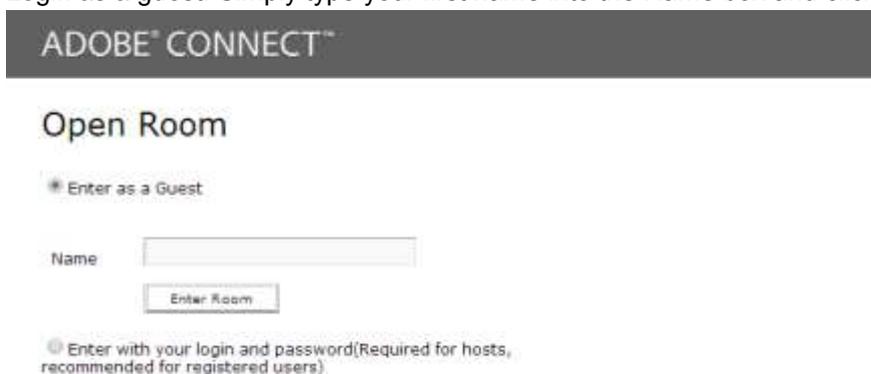
CREATIVE HS-720 USB Headset



Please can you follow the instructions below to complete two tasks that will test the set-up of your computer and internet connection.

Task 1

1. Go to <http://mmu.adobeconnect.com/testroom/>
2. Login as a guest. Simply type your first name into the Name box and click on the “Enter Room” button.

A screenshot of the Adobe Connect 'Open Room' interface. At the top is the 'ADOBE CONNECT' logo. Below it is the heading 'Open Room'. There are two radio buttons: 'Enter as a Guest' (which is selected) and 'Enter with your login and password (Required for hosts, recommended for registered users)'. Under the 'Enter as a Guest' option, there is a text input field labeled 'Name' and a button labeled 'Enter Room'.

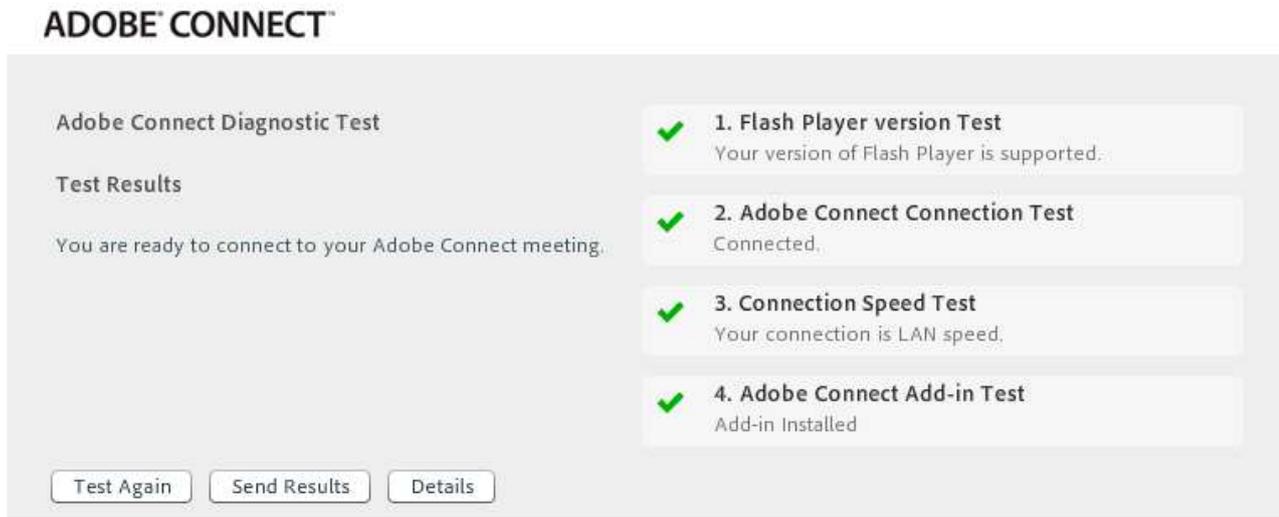
3. Follow the instructions that you will find on the main screen to run the audio set-up wizard. This will allow you to check that you can hear audio from other participants and that they can hear your own audio.
4. If you encounter any problems, please let us know sooner rather than later and we will try and sort things out before the course starts.

Task 2

Run the Adobe Connect Diagnostic Test by clicking on the following link:

https://na1cps.adobeconnect.com/common/help/en/support/meeting_test.htm

The test should take less than 1 minute to run. If everything is OK you should receive 4 ticks as shown below. If there are any issues with your set up you will be prompted/instructed to take appropriate action to rectify the problem. You should then run the test again.



ADOBE CONNECT™

Adobe Connect Diagnostic Test

Test Results

You are ready to connect to your Adobe Connect meeting.

- ✓ **1. Flash Player version Test**
Your version of Flash Player is supported.
- ✓ **2. Adobe Connect Connection Test**
Connected.
- ✓ **3. Connection Speed Test**
Your connection is LAN speed.
- ✓ **4. Adobe Connect Add-in Test**
Add-in Installed

Test Again Send Results Details

If you continue to have problems please email us and we will do our best to help you sort things out.

Finally, we have arranged a short webinar using Adobe Connect before the formal start of your course. This will briefly introduce you to using the main interactive tools that the software provides and is another chance to iron out an access and technical problems before the course gets underway. Full details of this webinar will be emailed to you in the next few days.

Please do not hesitate to get in touch if you are having any problems with this. It is important that we sort out any issues as soon as possible so that you can participate fully using Adobe Connect.

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Troubleshooting

Audio not working properly or poor quality when your are speaking/recording?

Make sure you have selected correct microphone for connect to use by clicking on the  icon > Select Microphone > Your Microphone

